

224746
2004-146C

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME Affordable Phone Services, Inc
QUARTER / YEAR 2nd / 2010

Month:	April	May	June
Number of Customer Access Lines	9197	9031	8010
Trouble Reports / Access Line (%)	389/4.2%	495/5.4%	772/9.6%
Customer Out of Service Clearing Times (%)	96.4%	94.9%	93.4%
New Installs Completed w/in 5 Days (%)	95.8%	96.3%	95.8%
Commitments Fulfilled (%)	98.0%	97.1%	96.2%

Comments / Explanations: Affordable Phone Services has a very successful outreach/marketing campaign. We have reduced our plan costs and offer long distance for free to our lifeline customers.

Person Making Report / Contact Information: Carrie Vater/ cvater@htcoffl.com

RECEIVED
2004 JUN - 3 10 10
ST. LOUIS COUNTY